

Service: Operating Environment Provisioning - Unix

Service Line: Operating Environment Provisioning

Status: Available; in production

General Description: The State Data Center provides a hosting environment for Unix-based applications that consists of:

- full support for systems and hardware
- monitoring
- redundant power
- high-availability network
- secure data connections to the Internet
- full backup rotations
- highly trained support staff

Service Level Targets:

Support is available 24 hours per day, 365 days per year. Operators are available at all times; technical support staff is either on site or on call for support at all times. Hardware support is always available, with a two-hour response time requirement.

Availability:

The GTA Data Center provides 99.99% network availability and power uptime. Also, upon request, server high availability is provided. (See **Terms and Definitions** section)

Limitations:

Access to the state's Data Center is restricted to Data Center and GTA authorized personnel only. Customer access to a server is arranged as part of the establishment of this service.

Completion of scope, time and costing are contingent on the following general assumptions, in addition to those previously listed in the in-scope section. Changes in any of these assumptions may result in changes to cost, schedule and quality.

1. All parties will adhere to GTA's change management and release management process.
2. All parties will attempt to adhere to GTA's production acceptance process.
3. All parties will adhere to the current GTA Security Guidelines available on the GTA web site (<http://www.gta.georgia.gov>).
4. All changes to scope, schedule, or cost will be processed using the change management process.

5. As a standard package, GTA Operations does not provide application or server performance monitoring for hosted servers. However, this level of monitoring can be included as an optional provided service.
6. Availability limitations include any possible operational issues that may arise in hosting the application
7. Operating system support (installs, patches, etc.) is not provided for turnkey or 'black box' server hosting.
8. GTA cannot provide backup process support or validation of backups performed by the agency customer other than personnel services to exchange backup media. This limitation applies to the following circumstances:
 - turnkey or 'black box' servers only
 - backups that are not a service requested by the customer agency
 - backups that are managed by the client agency but require that someone exchange backup media from their backup device on a regular basis

Prerequisites:

- Signed GTA Service Agreement
- Completed production acceptance process
- Documentation

Pricing / Charges:

Unix applications reside on a Sun Microsystems Solaris platform configured within a high availability network infrastructure supported by a redundant power supply. The system and application files are fully backed up using state-of-the-art Veritas NetBackup Enterprise backup system. Additionally, the systems are fully monitored for hardware and software issues as well as for unauthorized access and anomalies. The Sun servers are provided with support at Sun Microsystems' Platinum Support level. A Service Schedule will be prepared with pricing information specific to the customer's use of this service.

Service Components or Product Features Included in Base Price:

- Data Center bandwidth
- power
- rack/floor space
- personnel services to exchange backup tapes

Options Available for an Additional Charge:

- GTA can provide for off-site vaulting of backups for disaster recovery of business-critical applications.

- GTA can offer support for application middleware such as Apache Web Server, I-Planet Web Server and Netscape Web Server.
- GTA can also offer print services at the GTA print shop, or print jobs can be routed to any other location.
- GTA can provide logging data delivering a variety of statistics for applications.
- Other additional options are connectivity to georgia.gov, the GTA mainframes, and general connectivity to authorized state data stores.

Service Components or Product Features Not Included:

- operating system and application support
- backup process support or validation of backups performed by the agency customer other than personnel services to exchange backup media

What GTA Provides:

- Sun Solaris (Unix) server with enough CPU, disk space and memory to support the hosted application.
- Fault-tolerant power system with full UPS capability.
- High availability networking infrastructure with secure, encrypted connections to the Internet 24x7 monitoring of systems, connections, security and availability

What the Customer Provides:

- Application software media and installation Runbook
- A list of any communication ports that must be opened for client-server connectivity
- A complete set of documentation along with a description and procedure for disaster recovery
- A complete list of contact phone numbers, procedures, contacts and escalation procedures, as well as any new user information and user removal information.

Service Support:

Data Center personnel will monitor the general health of the server and all attached peripherals (backup unit), noting any obvious physical anomalies (smoke, diagnostic beeping, abnormal system noises, etc.) and reporting them to the GTA Command Center at (404) 656-7378 or CommandCenter@gtga.ga.gov, who in turn will report them to the agency-designated point of contact.

If a service issue occurs, it will pass through GTA Service Support (404-749-2150; gtaservicedesk@gtga.ga.gov) and their resolution steps. If the problem is with the hardware or other GTA component, GTA will resolve the issue, and the customer will be notified. If the

problem is with the customer application, then the customer will be notified, based upon the documented customer escalation procedures.

Service Issue Escalation:

- Agency Point of Contact – will contact the GTA Command Center (404) 656-7378 and/or the GTA Account Manager (depending on the issue at hand). Please see the **How to Start This Service** section for Account Manager contact information.
- GTA Data Center – will contact the GTA Command Center, who will contact the agency's POC.

Benefits / Advantages:

GTA has the resources and experience to deliver a highly available, robust, secure and expandable hosting environment. Behind the scenes, a trained staff of Unix administrators, system engineers, application administrators, network engineers and security technicians are on hand to monitor the systems and make sure applications deliver for agency customers.

Additionally, someone is always available to discuss your application needs or answer any questions you may have.

How to Start this Service:

Contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gta.ga.gov or by phone at (404) 651-6964 to be directed to your GTA Account Manager.

Related Services and Products:

- Laser Printing
- Data Storage Services
- Backup Services
- Tape Storage Services

Other Information: N/A

Terms and Definitions:

- Application server – Sun Solaris (Unix) server that is configured to run the agency's application.
- Bandwidth – accrued usage of the capacity of the Data Center's telecommunications services.

- Environmental controls – temperature and humidity controls that optimize the Data Center operating environment.
- GTA Command Center – GTA group that monitors resources and services for all computer and network systems operated by GTA.
- High-availability – redundant systems in the Data Center ensure the continuous operation of power, telecommunications and other mission critical systems.
- Regulated power – power distribution systems that regulate the electrical voltage provided to the hosted equipment in the Data Center.
- UPS Power – battery and generator standby systems that prevent power loss in the event of a Data Center A/C power interruption.